

FIG. 1

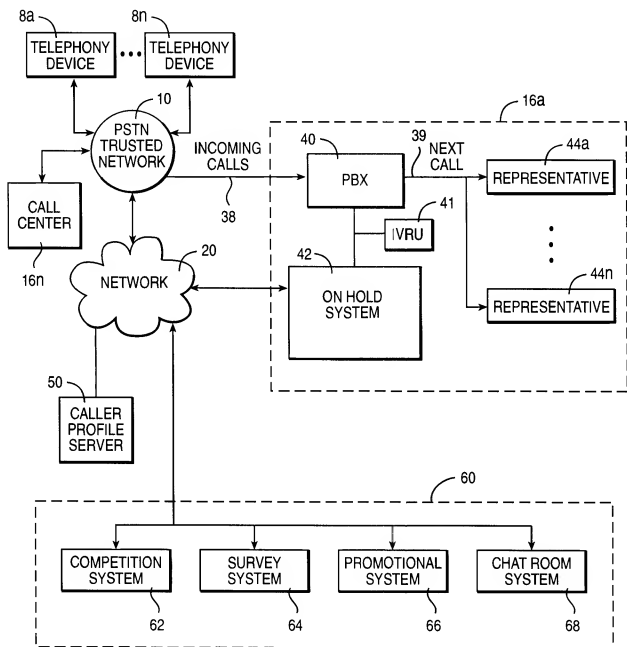
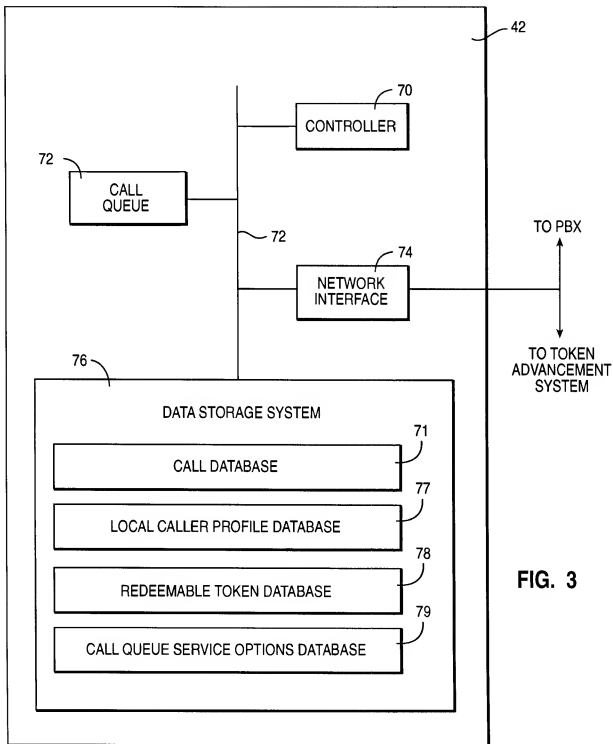


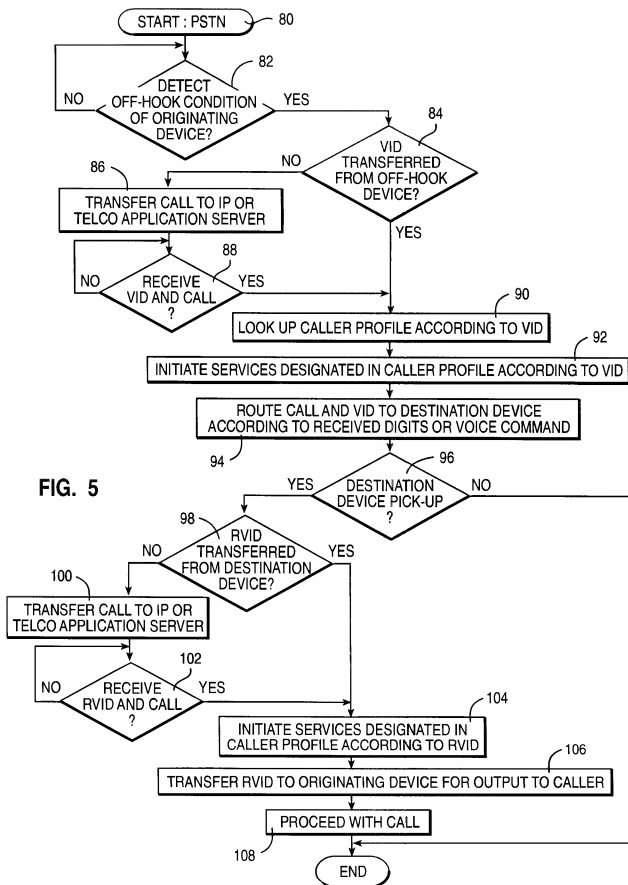
FIG. 2



**FIG. 3**

CALLER PROFILE	
<b>VID - JANE SMITH 500-00-000</b>	
MUSIC PREFERENCE : CLASSICAL, LIGHT ROCK	
NEWS PREFERENCE : HEADLINE NEWS	
GAME PREFERENCE : GROUP, TRIVIA	
AGE : 30	
CURRENT WAIT HISTORY	
20 MINS QUEUE 1	-> TRANSFER TO QUEUE 3 - QUEUE 1 WRONG
10 MINS COMPETITION 1	
10 MINS COMPETITION 2	
2 MINS QUEUE 3	CURRENTLY ON HOLD
2 MINS SURVEY	
MONTHLY TIME WITH REPRESENTATIVE	
AVERAGE TIME : 10 MINUTES	
LONGEST TIME: 30 MINUTES	
SHORTEST TIME: 2 MINUTES	
ON HOLD POINTS = 20	
MEMBERSHIP POINTS	
COMPANY A - 500	
COMPANY B - 400	
COMPANY C - 600	
ADVANCEMENT TOKENS	
CALL CENTER A - 10 MINS (AUTHORIZED BY TA SYSTEM 2040)	
CALL CENTER B - 2 PLACES (AUTHORIZED BY TA SYSTEM 1050)	
CALL CENTER C - 4 MINS (AUTHORIZED BY TA SYSTEM 2050)	

FIG. 4



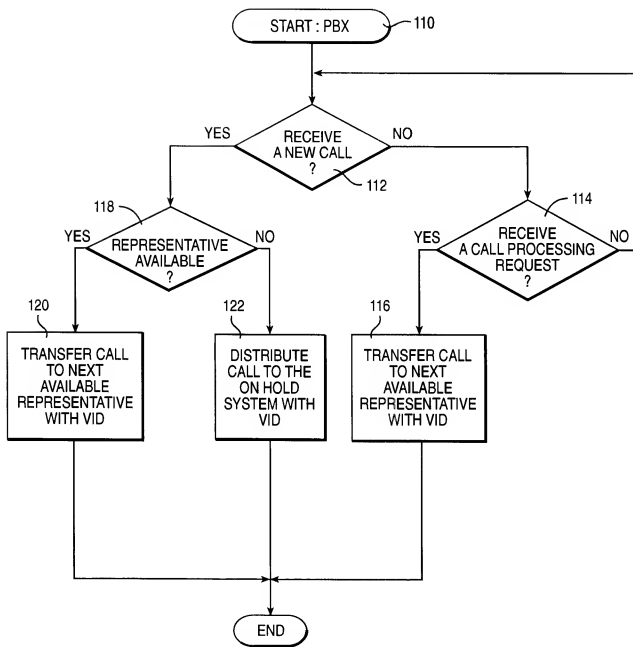
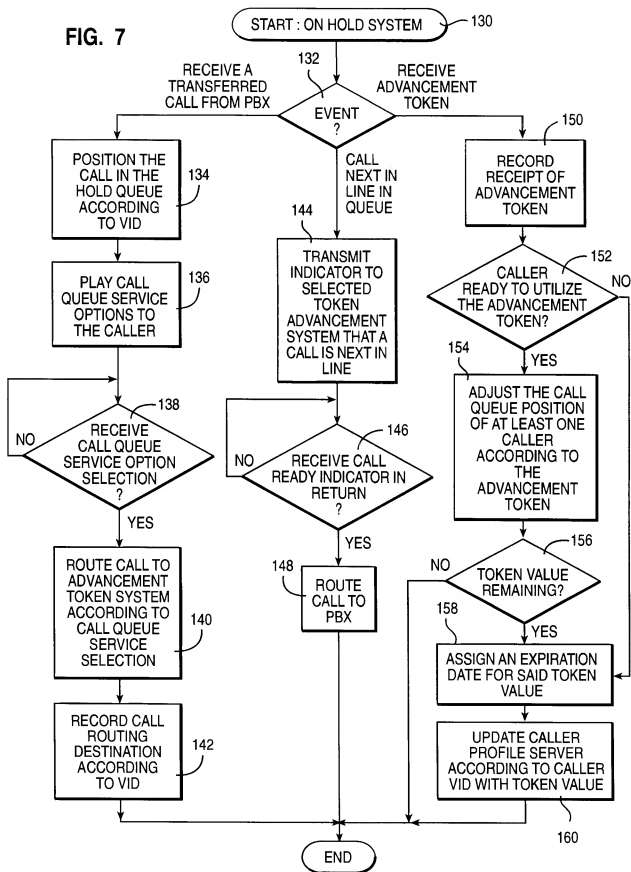


FIG. 6

FIG. 7



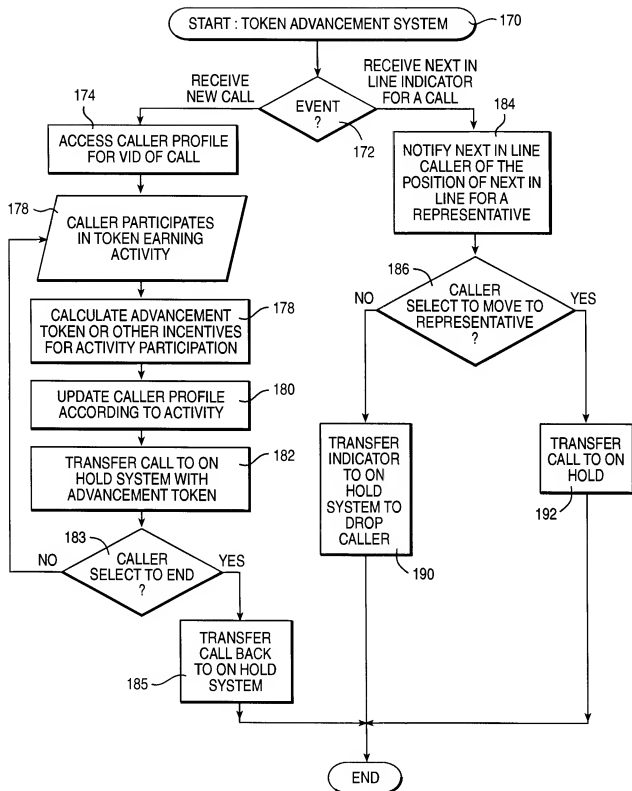


FIG. 8